

**SECRETARY**  
**GS-318**

This series includes all positions the duties of which are to assist one individual, and in some cases the subordinate staff of that individual, by performing general office work auxiliary to the work of the organization. To be included in this series, a position must be the principal office clerical or administrative support position in the office, operating independently of any other such position in the office. The duties require a knowledge of clerical and administrative procedures and requirements, various office skills, and the ability to apply such skills in a way that increases the effectiveness of others. The duties do not require a technical or professional knowledge of a specialized subject-matter area.

## SECRETARY – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of secretarial and clerical occupational requirements and procedures.</p> <p>Skill in interpersonal communication skills.</p> <p>Ability to assist management in applying state-of-the-art office procedures.</p> <p>Skill in secretarial/clerical functions such as completing time sheets, ordering supplies, making travel arrangements, preparing general correspondence, etc.</p> <p>Skill in operating a personal computer and using required applications.</p>	<p><b>Administrative Management</b></p> <p><b>Communications Management</b></p> <p><b>Financial Management</b></p> <p><b>Human Resource Management</b></p> <p><b>Procurement Management</b></p> <p><b>Systems/Technology Management</b></p>	<p><b><u>TRAINING RESOURCES:</u></b></p> <p><b>Better Office Skills and Service</b> Fred Pryor</p> <p><b>Basic Communications Skills; Essentials of English; Interpersonal Communications; and Telephone Service Skills</b> USDA Graduate School</p> <p><b>TRVL and Travel Rules and Regulations</b> In-House Training (Financial Management Division)</p> <p><b>Civil Rights</b> In-House Training (Equal Employment Opportunity Office)</p> <p><b>STAR, Workplace Violence, and Ethics Training</b> In-House Training (Human Resources Division/Location)</p> <p><b>PCMS Training</b> In-House Training (Procurement and Property Division)</p> <p><b>ARIS</b> In-House Training (National Program Staff)</p> <p><b>WordPerfect, MS Word, and GroupWise</b> In-House Training (Information Technology Division)</p> <p><b><u>DEVELOPMENTAL RECOMMENDATIONS:</u></b></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

## SECRETARY – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Skill in organizing and planning the workflow of an office.</p> <p>Knowledge of developing, processing, and recommending improvements to the administrative process.</p> <p>Skill in writing clear and logical reports and correspondence.</p> <p>Ability to analyze office procedures and make suggestions to their maintenance and improvement to managers.</p> <p>Skill in operating a personal computer and application of various software packages.</p> <p>Skill in both written and oral communications.</p> <p>Skill in tracking and maintaining budget systems and reconciling accounts.</p>	<p><b>Administrative Management</b></p> <p><b>Communications Management</b></p> <p><b>Financial Management</b></p> <p><b>Human Resource Management</b></p> <p><b>Systems/Technology Management</b></p>	<p><b><u>TRAINING RESOURCES:</u></b></p> <p><b>Creative Problem Solving</b> American Management Association</p> <p><b>Time Management; Letter Writing; Listening and Memory Development Proofreading; and Report Writing</b> SMART Center USDA Graduate School</p> <p><b>Basics of Budget Tracking</b> Senior Level Secretary/Office Manager</p> <p><b>Civil Rights</b> In-House Training (Equal Employment Opportunity Office)</p> <p><b>Workplace Violence and Ethics Training</b> In-House Training (Human Resources Division/Location)</p> <p><b>Basic Graphics Skills and Basic Internet Skills</b> SMART Center USDA Graduate School</p> <p><b><u>DEVELOPMENTAL RECOMMENDATIONS:</u></b></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

## SECRETARY – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Ability to interpret and carry out difficult assignments.</p> <p>Skill in designing and presenting well-developed briefings.</p> <p>Ability to provide guidance and information on administrative processes to all levels of Agency personnel, other government agencies, and customers.</p> <p>Knowledge and ability to follow-through on documents, correspondence, and other assignments to completion.</p> <p>Advanced skill in both written and oral communications.</p> <p>Skill in tracking and maintaining budget systems, reconciling accounts, and providing guidance to other secretaries within the organization on same.</p>	<p><b>Administrative Management</b></p> <p><b>Communications Management</b></p> <p><b>Financial Management</b></p> <p><b>Human Resource Management</b></p> <p><b>Systems/Technology Management</b></p>	<p><b><u>TRAINING RESOURCES:</u></b></p> <p><b>Management Analysis</b> American Management Association USDA Graduate School</p> <p><b>Project Management; Stress Management; Dealing with Angry Customers; and Federal Budgeting for Non-Budget Personnel</b> SMART Center USDA Graduate School</p> <p><b>Civil Rights</b> In-House Training (Equal Employment Opportunity Office)</p> <p><b>Workplace Violence and Ethics Training</b> In-House Training (Human Resources Division/Location)</p> <p><b>PowerPoint 6</b> In-House Training (Information Technology Division)</p> <p><b>Advance Desktop Publishing Software</b> USDA Graduate School</p> <p><b><u>DEVELOPMENTAL RECOMMENDATIONS:</u></b></p> <p>Supervisory Training ARMPS Training Developmental Detail Assignments Project Management Training Shadow a Senior Level Secretary</p>